

Haringey Adult
Social Care
**Local
Account
2015/16**



**Supporting people to live healthy, long
fulfilling lives with control over what is
important to them**

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London Borough of Haringey

Adult Social Care Local Account 2015/16

Introduction & Foreword

Welcome to the sixth Local Account for adult social care services in Haringey. The Local Account is an important part of the Government's plan to let people know about their local care and support services for adults and how well they are performing. It also gives us the opportunity to make more information available to residents on our successes, challenges and priorities.

This account aims to help local residents, service users, carers, care providers and commissioners understand more about the social care services that the Council and its partners provide to adults in Haringey. The account sets out how we have been performing in providing these services and the difference these services have made to the lives of the people that we support.

The Council is committed to providing high quality adult social care services to residents with care and support needs, and works closely with the local NHS, mental health services, care providers and the voluntary sector to deliver joined up services.

In 2015-16 the Council continued working towards its aim of transforming adult social care services to support as many people as possible to remain living in their own homes and communities for longer with improved independence, dignity and choice. We want our residents to have access to high quality information, advice and support to empower them to **live healthy, long and fulfilling lives**, with access to high quality formal health and social care services when they are assessed as needing them. This is a key priority for Haringey in our Corporate Plan 2015-18¹.

As part of this transformation, the Council will continue to work with its partners to develop a range of services which reduce or prevent the need for longer term care and support.

Our services perform well, yet the financial and demographic challenges that lie ahead are significant and mean that we have to look at different ways of delivering these services. Central Government cuts to our grant funding have left the council having to find £70million in savings by 2018. These cuts come on top of more than £100million we have already saved in recent years, losing almost half of our total budget.

We are proposing to save approximately £24.5million in adult social care by 2018 which includes closing some of our services, such as day centres.

¹ http://www.haringey.gov.uk/sites/haringeygovuk/files/corporate_plan_2015-18.pdf

2015 was an important year which saw key elements of the new Care Act 2014 implemented. The Care Act 2014 has brought about the reform of law relating to care and support for adults. The Care Act makes care and support more consistent across the country, strengthens support for carers, and puts more emphasis on services that delay the need for intensive support.

Despite these challenges, we have had an ambitious work programme in place for 2015-16. We have built on our work with GPs, district nurses, hospital and mental health teams to integrate health and social care services. We are committed to improving the efficiency of our services and we continue to focus on delivering high quality care for our residents in need of support.

We hope you enjoy reading our Local Account for 2015-16. We are keen to get your views on how we can improve the report in future and include the information that you want to read. If you have any comments or ideas for next year's Local Account, please let us know by completing the feedback form at the end of this document.

We remain ambitious and passionate about improving the health and wellbeing for all our residents and will use your views from current and upcoming consultations to help shape services for the future ahead.



A handwritten signature in black ink that reads "B. Tarka".

Beverley Tarka
Director Adult Social Services

Borough Profile

Haringey is an exceptionally diverse and fast-changing borough. We have a population of 267,540 according to 2014 Office for National Statistics (ONS) Mid Year Estimates. Almost two-thirds of our population, and over 70% of our young people, are from ethnic minority backgrounds, and over 100 languages are spoken in the borough. Our population is the fifth most ethnically diverse in the country.

The borough ranks among the most deprived in the country with pockets of extreme deprivation in the east. Haringey is the 30th most deprived borough in England and the 6th most deprived in London.

The population of Haringey is expected to continue to grow. Under the 2015 Greater London Authority (GLA) round Strategic Housing Land Availability Assessment (SHLAA) population projection method, the population is estimated to reach 286,900 by 2020, an increase of 5.9% from 2015. By 2025, Haringey's population is estimated to reach 300,600, an increase of 10.9% from 2015.

The 2011 ONS Interim Sub National Population Projections predict that Haringey's 18-64 population will have increased to 199,188 by 2021. This would be a 13.5% increase on the 2011 population estimate of 175,480

The 2011 ONS Interim Sub National Population Projections predict that Haringey's 65+ population will have increased to 26,923 by 2021. This would be a 19.7% increase on the 2011 population estimate of 22,464.



Haringey is divided into 19 administrative areas called wards, which vary in population size between 10,784 and 15,968. Wards in the west of the borough tend to have less density compared to wards in east.

The National and Local Context

Ageing population

Demand for adult social care services is increasing. In the UK people are living longer lives and this is resulting in a rise in the number of older people in the population. According to the Department of Health (DoH), 80% of older people will need care in the later years of their lives. Haringey's population has increased by 3.1% between 2011-13, with an increase of 5.3% in residents aged over 65 years. The ageing population is also living longer and the Council must address the needs of each individual as they arise.

The Care Act 2014

The Care Act 2014 is the most wide-ranging reform to adult social care in nearly 70 years that, for the first time, places adult care and support law into a single clear statute. The Care Act imposes a *duty* on local authorities to promote *individual wellbeing* when carrying out *any* of their care and support functions in respect of a person. This duty is sometimes referred to as the “*wellbeing principle*” because it is a guiding principle that puts wellbeing at the heart of care and support system.

Much work has taken place to ensure that Haringey is compliant with those aspects of the Care Act which came into force on 1 April 2015. This is a large and complex undertaking that has been delivered through a programme management approach.

Sections 19 and 48 to 57 of the Care Act 2014² place a new temporary duty on local authorities to meet an adult's care and support needs and a carer's support needs when a registered care provider or agency becomes unable to carry on a regulated activity because of business failure. In response, amongst other changes, we have focused on developing joint commissioning arrangements with Health and have produced a '**Managing Provider Failure and Other Service Interruptions Procedure**'³. The procedure explains what this duty means and Haringey Council's approach to ensure that adults and carers are not left without the care or support needed if their care provider becomes unable to carry on providing it because of business failure.

² Care and Support statutory guidance: <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

³ Haringey Managing Provider Failure and Other Service Interruptions Procedure: <http://www.haringey.gov.uk/social-care-and-health/safeguarding-adults/safeguarding-adults-policies-and-procedures#providerfail>

Our Priorities for 2016/17

There is significant need for change resulting from the Care Act 2014, as well as the financial pressures which the council faces following the government's changes to local authority funding. In response to the increasing need for change the Council is proposing to change the way that some parts of the service are currently delivered, to ensure that the council is able to reach and fairly support all adults in need of social care and ensure they are given the best opportunity to **live healthy, long and fulfilling lives**⁴ by helping them to remain living in their own homes and communities for longer with independence, dignity and choice.

The council will work closely with the community, other service providers, and carers and most importantly, with the people who use adult social services, to ensure they are able to access the right help at the right time. The council will focus on prevention and early intervention by providing access to high quality information, advice and support to empower all adults to live healthy, long, fulfilling lives; with access to high quality health and social care services when people are assessed as needing them. This new focus will ensure that the council delivers the optimum level of support, being flexible and responsive when needs change.

The transformation of adult social care is needed in order to deliver a more sustainable model of adult social care as the demand for services increases. Demand for services has increased by more than 5 times population growth since 2011, and is expected to increase further as the older population continues to grow.

Priority 2 Delivery Plan

Enable all adults to live healthy, long and fulfilling lives

Our transformation programme is aimed at a consistent set of objectives that fit with Haringey's overall Corporate Plan 2015-18.

Our Priority 2 delivery plan is on the next page. You can access the full delivery plan from Haringey's Corporate Plan 2015-2018 which includes 'how will we know we have been successful?' and 'How will we measure success from 2015-18.'

http://www.haringey.gov.uk/sites/haringeygovuk/files/corporate_plan_2015-18.pdf

⁴ Priority 2 Outstanding for all: <http://www.haringey.gov.uk/local-democracy/policies-and-strategies/building-stronger-haringey-together/p2>

Objectives	How will we deliver the objective
All residents will be as healthy as possible for as long as possible	<ol style="list-style-type: none"> 1. We will work with partners and communities to create physical, social and cultural environments that encourage healthy lifestyles for all; and 2. People will have high quality information to make informed choices which will lead to improved health outcomes
Strong communities, where all residents are healthier and live independent, fulfilling lives	<p>We will:</p> <ol style="list-style-type: none"> 1. Work with residents and communities to seek community solutions rather than council-led solutions; 2. Invest in a partner to develop innovative ways to build capacity and bring investment into the voluntary and community sector; 3. Support people in communities, including through the voluntary sector, to provide support for one another; and 4. Work with the voluntary sector so that they are more able to support residents to be engaged in their communities
Support will be provided at an earlier stage to residents who have difficulty in maintaining their health and wellbeing	<p>We will:</p> <ol style="list-style-type: none"> 1. Work with partners to identify those who may need help with their health and wellbeing, providing advice on support and optimise the use of technology e.g., telehealth/telecare to keep people as independent as possible; and 2. Have someone to help residents make choices and decisions, before they enter formal care and support systems.
Residents assessed as needing formal care and / or health support will receive responsive, high quality services	<p>We will:</p> <ol style="list-style-type: none"> 1. Work together with health partners to provide high quality person-centred services; 2. Work with people who use services and their carers (and local residents) to agree what 'good' looks like for services we commission; 3. Encourage and inform residents to help them to understand the level of service and quality of service they should expect, and to know what to do when things go wrong; 4. Through high quality advocacy services support those residents who are less able to give their views and to engage with the council and other statutory organisations; and 5. Intervene (with the Care Quality Commission) when services fall below standard.
All vulnerable adults will be safeguarded from abuse	<ol style="list-style-type: none"> 1. The council and its partners will work with residents to agree how best to protect adults in vulnerable situations; 2. The council and its partners will put the individual at the centre of safeguarding interventions; 3. The council and its partners will work to develop good outcomes for those residents involved in safeguarding interventions; and 4. Through the provision of good information and advice, the council and its partners will ensure that residents will have increased awareness of the early signs of potential abuse.

Developing an Integrated Target Operating Model

Adult Social Services (ASS) is transforming but it can only do so in partnership. Along with colleagues from health and public health, we have begun the process of developing an Integrated Target Operating Model (ITOM). Taking this joined-up approach will enable the systematic application of our vision and objectives to guide the actions we are taking towards a financially sustainable health and care system.

Senior representatives from the Clinical Commissioning Group (CCG), the Council, our statutory and voluntary sector partners and our service providers have been working together to agree a shared set of priorities. We are also committed to 'co-designing' new services and service pathways, so that from their first contact with a GP, doctor or care professional to the end of their treatment, the experience of those who need care is seamless and supportive.

The ITOM is intended to provide a clear joined up framework for developing interventions to support adults who may develop or have health and care needs. In particular, providing a coherent link between our Public Health prevention opportunities and our health and social care community support, early intervention and responsive high quality service intervention options; all of which are underpinned by the need to safeguard those people who are most vulnerable in our communities.

A number of developments are already being delivered, in building the foundations for our ITOM. These include the following examples:

- Improving the Integrated Access Team (IAT) service ('front door') systems, processes and staff location to deliver better information, advice and guidance (IAG) so that more contacts can be dealt with and, where appropriate, diverted away from Adult Social Care (ASC). This has also included redesigns to content and layout of Haricare and Haringey Advice Partnership coming on line delivering IAG services.
- Ensuring more appropriate referrals are considered for reablement or short term packages of care that can support service users towards independence. Reablement is also being delivered more efficiently, particularly the completion of risk assessment and planning activity.
- Developing new approaches and improving the skills mix in hospital discharge teams to reduce unnecessary referrals to social care from hospitals.
- To inform the future model of ASC services going forward we have instigated new approaches to delivering reviews to ensure we are maximising the independence of people in receipt of care, and only providing the best targeted and enabling support for the period it is required.
- To provide a stronger demand and performance management approach we have developed and introduced the ASC Performance Tracker. This provides key measures that will allow the service to track and evidence the impact from remodelling and developing/improving services areas.
- A brokerage service has been set up across adults and children's services with the skills and expertise to offer a range of innovative options to social workers, budget holders, service users and providers. The service frees up social work staff to focus on their key responsibilities of assessment and review.

What do Adult Social Services do?

Adult Social Services plays a crucial part in helping residents to remain healthy and independent, whether this is through the provision of information and advice, access to universal or prevention services or more intensive support to those with very significant needs. Some of these services are directly delivered and others commissioned from independent providers, including the voluntary sector.

Currently, we are in the middle of a major transformation programme which aims to change the way we work to develop a sustainable adult health and social care system that support all adults to live healthy, long and fulfilling lives. The objective is to help people to live as independent a life as is possible for them and have access to services that support and encourage that independence. Our starting point is to consider what people can do for themselves and build upon this.

To take forward key aspects of this work, we have established a set of work streams (aligned with Haringey's Corporate Plan) that will help us to meet our transformation goals and focus on the core functions of:

- **Maximising the independence, health and wellbeing of residents in communities**
- **Preventing health deterioration by promoting healthier choices**
- **Managing down the demand for more complex and costly services**
- **Improving services & reducing costs by working differently and together with partners**
- **Safeguarding all adults from abuse**

Eligibility

To determine whether an adult is eligible to receive social care services, the Council carries out an assessment of people's needs in line with the National Eligibility Threshold Criteria (NET). The statutory guidance describes the NET as providing increased transparency about eligibility, thereby, helping Haringey adult social care decide whether the earlier provision of information and advice or preventative services would delay a person from developing needs which meet the eligibility criteria, or whether longer-term care and support might be needed.



Residents with critical or substantial needs will receive social care support. Those who do not qualify are advised of other kinds of support that may be available to them in the local area (See Haricare, our online directory <http://haricare.haringey.gov.uk/>)

The NET sets a minimum threshold for the provision of help to carer with support with which local authorities **must** comply. If a carer support needs meet this threshold, then Haringey has a **duty** to ensure that these needs are met.

ASS works with adults who receive social care support in Haringey to develop a personal support plan which meets their individual needs. This plan is reviewed annually to ensure it continues to meet people's requirements. All social care users in Haringey are now able to access personal budgets ⁵which give them greater choice and control over the services they choose to receive and how their care is arranged. For those who are unable or do not want to manage a personal budget, we will manage the budget on their behalf.

Our objectives are to:

- work with partners and communities to create physical, social and cultural environments that encourage healthy lifestyles for all;
- work with communities, developing ways to build capacity and bring investment into the voluntary sector to provide support for one another;
- work with partners to identify those who may need help with their health and well-being, providing advice on support;
- optimise the use of technology to keep people as independent as possible;
- help residents make choices and decisions, before they enter formal care and support systems;
- work together with health partners to provide high quality person-centred services, while informing residents to help them to understand the level of service they should expect;
- intervene with our regulators Care Quality Commission (CQC) when services fall below standard; and
- work with our partners to protect adults in vulnerable situations and ensure that residents will have an increased awareness of the early signs of potential abuse.

⁵ We have increased the number of people receiving personal budget to 2358 as at end of March 2015, which represents an increase of 303 people since March 2014

Key data

What adult social services did from April 2015 to March 2016



How the Money is spent?

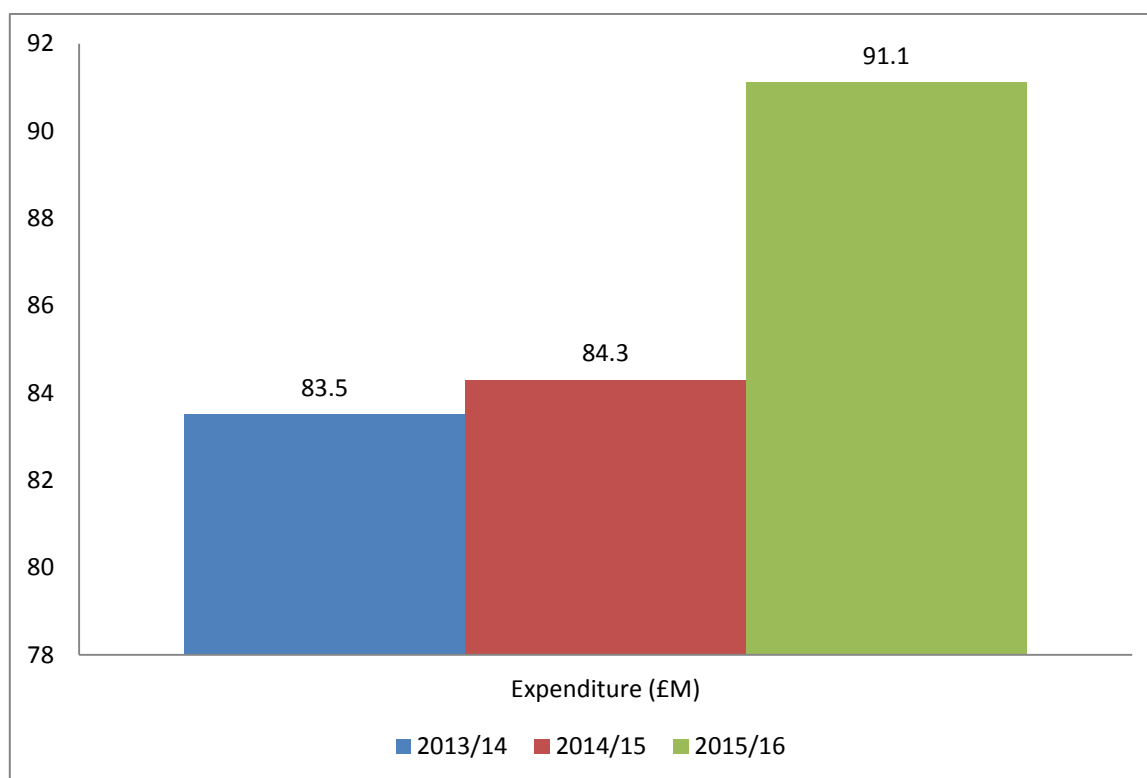
The cost of supporting ASC needs for the 12 months from April 2015 to March 2016 accounted for about 30% of the Council's total spend.

As a result of reductions in central government grant funding to the overall budget and with less resource available to us, the way we deliver adult social care has to change. Unfortunately in some areas this means looking at cutting or reducing services.

Generally we want to move away from offering institutionalised care to helping more people stay independent in their own homes longer. For example by spending money on adapting people's homes or using supported living arrangements where vulnerable people are given more help to live independently.

We will continue to ensure value for money and supporting people to remain as independent as possible, whilst managing demand and changing need more effectively.

In 2015-16, total expenditure on ASC was £91.1 million. The chart below shows total expenditure in ASC over the last 3 years. Over 60% of the expenditure has been spent on people who have special care needs such as learning disabilities and physical disabilities.



With demand continuing to rise and budgets being reduced, it is impossible to avoid having to make savings.

Joining up Health & Social Care

The Haringey Better Care Fund (BCF) is developing a health and social care system in which all adults are supported to live healthy, long and fulfilling lives. Haringey CCG and the London Borough of Haringey want everyone to have more control over the health and social care they receive, for it to be centred on their needs, supporting their independence and provided locally wherever possible.

Haringey's plan to build on existing integrated services is set out in the BCF which was published last year. In this was identified the development of an integrated Locality Team in the North East of the borough. Since November 2015 the Team has expanded and has started to be rolled out across Haringey.

The vision for the Locality Teams is to improve quality of life outcomes for Haringey residents and reduce unplanned hospital use by providing an integrated service to support Haringey residents at high risk of admission to hospital and to manage their care and health needs effectively at home.

The development of locality teams represents an important commitment from both the Council and Haringey CCG towards more integrated working at a local level. The teams work closely with GPs and are based on a care co-ordination model. Care co-ordination is the process of creating patient-centred care that is more co-ordinated across care settings.

What is the Better Care Fund?

The BCF is a national programme which creates a local single pooled budget to enable closer working between the NHS and local government. It is designed to improve outcomes for people; drive closer integration between health and social care; and increase investment in preventative services in primary care, community health and social care.

The vision for the Haringey BCF:

“By April 2019, we want people in Haringey to be healthier and to have a higher quality of life for longer. We want everyone to have more control over the health and social care they receive, for it to be centred on their needs, supporting their independence and provided locally wherever possible.”

Haringey Better Care Fund Community Events

Let's talk about leaving hospital 9th December 2015.

Approximately **50** participants attended the Haringey BCF Community Event which focused on the theme of leaving hospital. The event was opened by the Creative Dance 60+, a performing arts group for individuals **50** and over.

Let's talk about loneliness and the community 16th September 2015

Approximately **100** participants attended the Haringey BCF Community Event which focused on the theme of loneliness. Participants had an opportunity to make

suggestions on what could be done to tackle loneliness in Haringey.

Let's talk about Staying Well at Home.

This event took place at the Moravian Church Hall in Hornsey on the 13th April 2016. The aim of this event was to get feedback from Haringey residents on the Locality Team. Attendees were given the opportunity to find out more about this service and ask the team managers any questions they had about it, including the referrals process. This event was also attended by approximately **50** people.

Better Care for Haringey community launch event.

This event took place 4th June 2015 at the Tottenham Green leisure centre. The aim of this event was to inform Haringey residents of the BCF and the planned changes in health and social care and how the council and the CCG will work together to ensure all residents have access to services that will keep them healthy and enable them to remain independent. This event was attended by approximately **50** people.

BCF Case Study – Meet Harry Gray*

**Harry Gray is based on a real person in Haringey, however his name has been changed.*

Harry Gray became the figure head for the BCF as he embodied the change needed. Harry is a 75 year old widower living with his daughter. Harry has several health conditions including Chronic Obstructive Pulmonary Disease (COPD), dementia, and depression; and has had a number of falls. In the last year he visited A&E 32 times and was admitted on 10 occasions. Most of Harry's admissions were in the evening and it was evident that he had been waiting for a number of months for referrals to some services. There was evidence that there was a breakdown in communication between services, there was information missing in his notes and services were often trying to pass him onto other services.

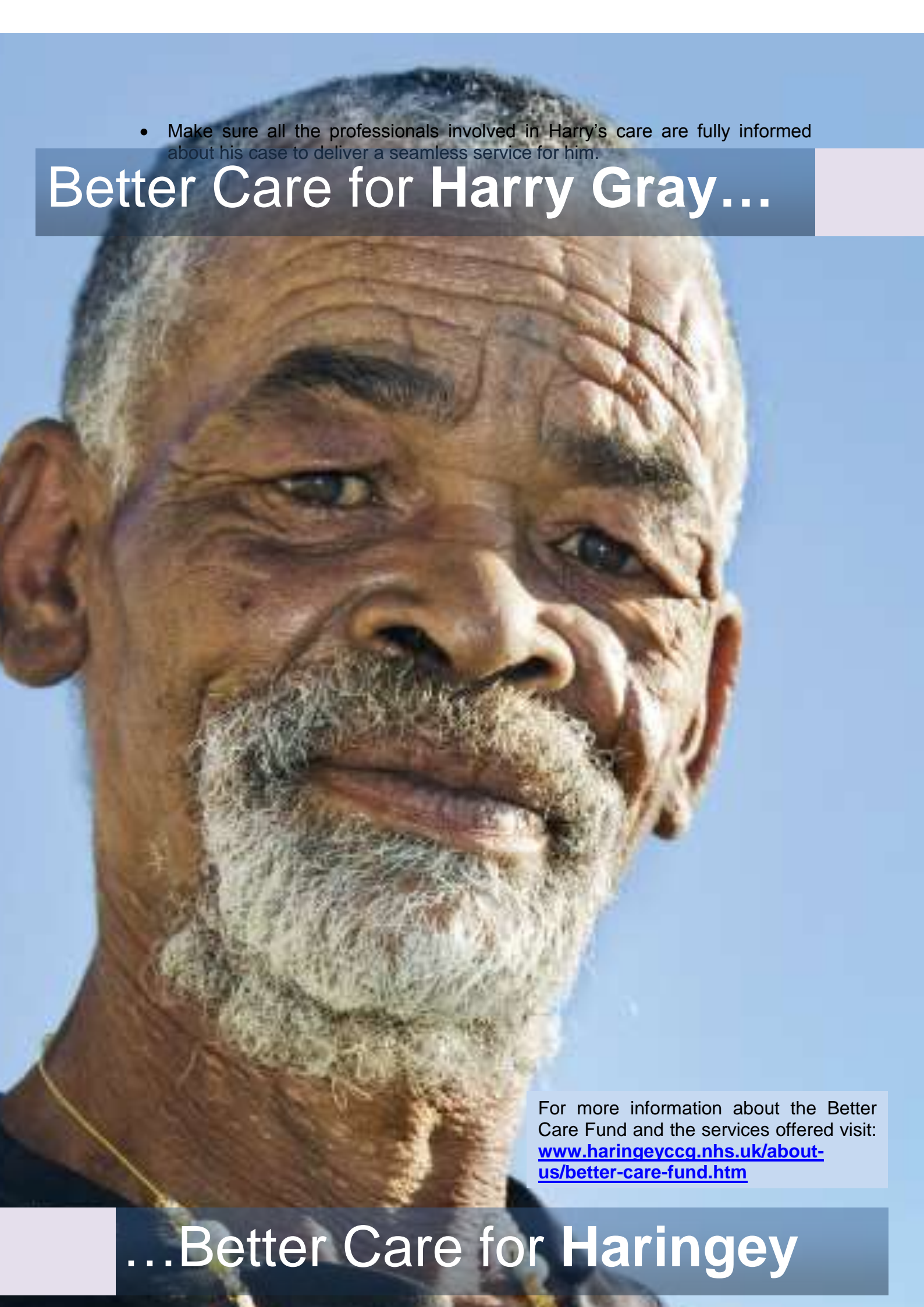
How the Better Care Fund will change Harry's life

The Haringey BCF is organised into four schemes and these were charged with making the changes that would ensure that Harry was supported by a range of health and social care organisations

- 1. Admission Avoidance**
- 2. Effective Hospital Discharge**
- 3. Promoting Independence**
- 4. Integration Enablers**

The BCF will:

- Provide a personalised care co-ordinator to support Harry to access the right local health and care services including bereavement counselling;
- Help him get more involved in community activities to reduce loneliness,
- Provide at home support services to help him regain his confidence and independence, plus prevent further falls and reduce hospital visits;
- Support Harry's daughter so that she is better able to care for him; and

- 
- Make sure all the professionals involved in Harry's care are fully informed about his case to deliver a seamless service for him.

Better Care for Harry Gray...

For more information about the Better Care Fund and the services offered visit:
www.haringeyccg.nhs.uk/about-us/better-care-fund.htm

...Better Care for Haringey

Health and Wellbeing Strategy 2015-18

Vision of the Health and Wellbeing Board⁶:

‘Our vision is to work with communities and residents to reduce health inequalities and improve the opportunities for adults and children so that they can enjoy a healthy, safe and fulfilling life.’

Haringey’s Health and Wellbeing Strategy 2015-18⁷ sets out our approach to tackling some of the borough’s most challenging health issues. Between January and May 2015 we consulted on Haringey’s new Health and Wellbeing Strategy, to cover the period 2015 to 2018.

Haringey Association of Voluntary and Community Organisations (HAVCO)⁸ and Haringey Healthwatch⁹ were commissioned to deliver a series of pre-consultation workshops with residents and service users. The Health and Wellbeing Strategy was also informed by two other consultation exercises conducted to inform two parallel pieces of work – the Joint Mental Health and Wellbeing Framework¹⁰, and the BCF.

Workshops were held with the 4 GP collaboratives of CCG, and a special session of the CCG cabinet discussed the Framework. Focus groups were also held, involving service users and carers.

In total almost **200** residents, patients/service users, and carers were consulted. The responses to the 2015 public consultation provide further insights into the views, priorities and proposals of residents, local voluntary community organisation and partners.

The purpose of the Strategy is to enable:

- all Health and Wellbeing Board (HWB) partners to be clear about our agreed priorities for the next three years;

⁶ The Health and Wellbeing Board (HWB) takes the lead in promoting a healthier Haringey. <http://www.haringey.gov.uk/local-democracy/working-partnership/health-and-wellbeing-board>

⁷ Haringey’s Health and Wellbeing Strategy 2015-18 http://www.haringey.gov.uk/sites/haringeygovuk/files/final_-_health_and_wellbeing_strategy_2015-18_0.pdf

⁸ HAVCO is the umbrella organisation (or Council for Voluntary Service) for the voluntary and community sector in Haringey. HAVCO fulfils a number of strategic leadership functions for the voluntary and community sector. <http://havcoharingley.org.uk/>

⁹ Healthwatch Haringey is the independent consumer watchdog set up to collect information and represents the views of the public on health and social care in Haringey. It exists to give patients, service users and local people an opportunity to influence and challenge decision making about local health and social care services. <http://www.healthwatchharingey.org.uk/>

¹⁰ Joint Mental Health and Wellbeing Framework http://www.haringey.gov.uk/sites/haringeygovuk/files/mental_health_and_wellbeing_framework_document_pdf_2803kb_0.pdf

- all members of the HWB to embed these priorities within their own organisations and ensure that these are reflected in their commissioning and delivery plans;
- key agencies to develop joined-up commissioning and delivery plans to address these priorities;
- the HWB to hold member organisations to account for their actions towards achieving the priorities within the strategy; and
- members of the HWB to work with and influence partner organisations outside the HWB to contribute to the priorities agreed within this strategy; includes engaging residents in co-producing solutions

We have developed a delivery plan to implement the Health and Wellbeing Strategy. The Delivery Plan details the programmes and projects that will deliver the interventions identified in the Health and Wellbeing Strategy.

North Central London Sustainability and Transformation Plan progress

A Sustainability and Transformation Plan (STP) is being developed for North Central London (NCL) to bring local health and care partners together to set out clear plans to improve the health and wellbeing of the population for the future.

Haringey and Islington are working collaboratively together to look at how health and social care can best be provided to improve quality, patient outcomes and value for money for all. The goals of our STP are:

- To improve the quality of care, wellbeing and outcomes for the NCL population
- To deliver a sustainable, transformed local health and care services
- To support a move towards place-based commissioning

To help us achieve this, the NCL STP over the next five years aim to:

- Invest more in prevention to stop people getting ill;
- Work with people to help them remain independent and manage their own health;
- Provide care closer to home so that people will only need to go to hospital when it is clinically necessary;
- Give mental health services equal priority to physical health services;
- Improve cancer services;
- Make the best standards available to all and reduce variation;
- Make NCL an attractive place to work so that we have the right workforce to deliver high quality services;
- Modernise our buildings and make greater use of digital technology
- Ensure value for tax payers' money through increasing efficiency and productivity, and
- Consolidating and specialising where appropriate.

Promoting Health & Independence Haringey's older people

- **13% (22,400)** of the Haringey population is over 65 years old¹¹;
 - Over 65s make up **56%** of the High/Very High Risk categories for an emergency hospital admission¹¹;
 - **74%** of over 65s in Haringey have one or more long term condition. This group also has poorer mental health (e.g. depression)¹¹;
 - There has been a recent increase in the number of over 85s having a fall;
 - In 2015/16, **481** older people were placed in residential care; and
 - In 2015/16 **266** older people were placed in nursing accommodation.
-

In Haringey, we have developed a range of provision for vulnerable older people that has a greater emphasis on helping people to continue to live independently at home, maximising their independence and reducing social isolation. Working closely with our partners we are increasing the availability of schemes such as Supported Living and Shared Lives demonstrating how most needs, including complex needs can be met in the community.

People who use our services in Haringey have told us they would prefer to live independently as possible in the community where they have the opportunity to exercise greater control over their lives. In 2015-16, the Council provided long-term support to **2247** older people, with most being supported in the community rather than in care homes.

Haringey Community Reablement Service

We are supporting people to stay in the homes for longer by providing services such as Reablement and Enablement. Haringey Community Reablement Service (CRS) provides a domiciliary care service to adults of any age in their own homes. The service aims to offer a period of intensive reablement for up to six weeks to help people regain their independence after a period of ill health or hospital stay.

The service gives people the peace of mind that they or their loved ones are safe through solutions such as Telecare - a 24 hour home safety and personal security alarm which automatically summons help when a person needs assistance. **Find out more about the community alarm service by calling 020 8489 2365.**

At the time of writing this report, the service was providing personal care for approximately **39** people living in the London Borough of Haringey. Haringey has

¹¹ Haringey Joint Strategic Needs Assessment: <http://www.haringey.gov.uk/social-care-and-health/health/joint-strategic-needs-assessment/adults-and-older-people>

sustained its performance for 2015/16, with **77%** of Reablement service users having an outcome of either no on-going support or support of a lower level.

In 2015-16, the Council provided home care to over **1,648** adults in Haringey.

Case Study - CRS

NR is an 89 year old lady admitted to hospital for an elective hemicolectomy. She was referred to the CRS for three visits per day reablement package to support her as she recovers from the operation.

NR lives alone in a 1 bedroom flat and was previously independent with activities of daily living and accessed the community with 3 wheeled walker and 4 wheeled walker with supervision.

NR was allocated to a therapist before being discharged, the initial functional assessment identified goals for the enablers to support NR. The goals were set around becoming independent, meal preparation and mobilising confidently around the home. Adaptation equipment around the home enabled NR to move around independently and make her own meals.

With the continued support and encouragement from the enablers, therapist and intervention from the therapy assistant, by week three NR took the decision to reduce the amount of visits she received from three to one, and by week five NR regained her confidence of being independent around the home.

We also help people to stay independent in their own homes by arranging for home care workers to visit and help with everyday tasks such as getting up and going to bed, dressing, eating, preparing meals and personal care.

The Haven Day Centre



The Haven Day Centre, situated in North Tottenham provides a service to older people over the age of 65 with one or more physical disabilities and/or sensory impairment and / or early onset dementia and those over the age of 50 with mental health issues. Through-out the year, the day centre organised various events for people who use the service, some of these events are:

- **Celebrating Black History Month**

As part of their annual cultural awareness programme, Haven Day Centre held a two week event celebrating Black History month. An exhibition of interesting literature, facts, history, art, poetry and lovely artefacts from the Caribbean and Africa were on display. Quizzes and storytelling took place throughout the event, from people's experience of coming to Britain to the achievements throughout the world from Martin Luther King to Barack Obama, from Billie Holiday to Leona Lewis, from Rosa Parks to Bernie Grant.

- **The Haven Summer Party**

On Wednesday 8th July, a summer party was held to celebrate various events. Two garden displays were on show, one being a large '50' to mark the occasion of Haringey reaching fifty and a Poppy display with pictures and meaningful thoughts and prayers to mark the 70th Anniversary of WW2. A buffet lunch was provided for all and guests included clients from The Grange Day Centre, residents from Osborne Grove Nursing Home, officers from Haringey, friends and volunteers of the centre and Cllr Sheila Peacock.

Cllr Gideon Bull provided a musical extravaganza which included war time songs, golden oldies, party hits and classics such as Land of Hope and Glory to a mass of flag waving by patriotic clients. It was a great, moving and thought provoking event which was enjoyed by everyone. It was lovely to see the respect shown and the appreciation for the services provided by clients. Compliments were flowing from clients and guests throughout the afternoon.

- **National Older Peoples Day 2015**

Friday 2nd October 2015 was National Older People's Day. In true tradition, the Haven Day Centre organised a two day event, raising awareness and celebrating this important event. An English cream tea was the order of the two day event with delicious strawberry and cream scones. A workshop followed talking about the best and worst things about being an Older Person today.

Home from Hospital service



We have commissioned a Home from Hospital service from the Bridge Renewal Trust funded through the BCF. The service has been successfully piloted over the winter months at both North Middlesex and

Whittington Hospitals. The Home from Hospital service delivers a range of services to patients including:

- Accompanying people home following hospital discharge.
- Practical assistance including essential food shopping, collecting pensions, GP or outpatient appointments and filling in forms.
- 'Check and chat service' – friendly telephone calls to check everything is alright.

This service is aimed at:

- Individuals who would benefit from practical support at home but not including personal hygiene, domestic cleaning or laundry.
- Individuals not requiring acute medical care.
- Those at risk of hospital admission / readmission if no support is provided

Extra Care Housing

We have been working with One Housing Group to develop two new extra care sheltered housing schemes in the borough. There are two extra care sheltered housing already in the borough, Roden Court and The Trees, both in the West of the borough. The two new schemes are in Tottenham. The first, Protheroe House, is a brand new development with 50 flats designed to enable independent living with the safety net of high quality personal care and support provided by a specialist on-site team.

There are 36 one-bedroom and 14 two-bedroom self-contained flats, providing bright and modern homes. These are complemented by spacious common areas and facilities, including restaurant, bar, lounges, and landscaped gardens.

Opening in August 2016, it is close to the cafés, restaurants, shops and transport links on Tottenham High Road, while being located on a quiet residential road. It also benefits from being a short walk to Down Lane Park and the River Lea and its beautiful riverside walks.

The second scheme, **Lorenzo House**, on Pretoria Road Tottenham, will provide older people with the safety net of award-winning personal care and support, while enjoying their independence in 44 one bed and eight two bed apartments designed specifically to enable independent living.

On completion, Lorenzo House will boast first class facilities including a medical and wellbeing centre, landscaped gardens, guest bedrooms for visitors and stylish dining area. Eight of the rooms are specially designed to provide high quality care for people with dementia.

“These two new facilities will provide more than a hundred Haringey residents with a place to live that helps to support their independence, keep them safe and ensures that their care needs are met”

Cllr Peter Morton

Haringey Council's Cabinet Member for Health and Wellbeing in 2015/16



The concept of extra care enables residents to live completely independently, with high quality on-site care and support available if needed. This care covers a range of needs and is able to respond flexibly to meet changing needs.

Protheroe House

Case Study – Older People

Mrs R is an 87 year old woman who has been diagnosed early stages of Alzheimer's disease. She also has diabetes, brittle bone disease and reduced mobility. She previously lived at home with her husband whom she cared for but he passed away a few years ago. Consequently, she moved into Extra Care Sheltered accommodation where she has been supported for the last 2 years.

GPs began to report and recommend full time care for her because she was incontinent. When services assessed Mrs R it was clear that although she was experiencing memory issues, she still had capacity to make decisions about her care and did not wish to be moved. She was also still able to wash herself but had good days and bad days. On good days she could manage personal care while on other days she needed more support.

With her providers, family, and herself, it was agreed that her care would be made more flexible. Carers would look in to check her incontinence pads, and support her on the days she needed help, as long as it was within her already allocated hours. Her sons agreed to come around regularly and shampoo her carpets to support her to stay in her house. Overall, this was able to support her to avoid a residential placement.

People with learning disabilities

- In 2015/16, we provided long term support to **665** working age people with a learning disability.
- **155** working age people with learning disabilities live in residential or nursing accommodation

MENCAP defines a learning disability as: *'Reduced intellectual ability and difficulty with everyday activities – for example household tasks socialising or managing money – which affects someone for their whole life'*. Haringey Council has a dedicated Adult Learning Disability Team within ASS who work with people who have a learning disability and are not able to manage without the right kind of support.

Haringey Learning Disabilities Partnership

Haringey Learning Disabilities Partnership (HLDP) provides health and social care services for people with learning disabilities and their carers. The partnership aims to support people with learning disabilities achieve independence and life-time well being.

Befriending and Volunteering - Haringey Shared Lives

We are tackling social isolation and loneliness through schemes such as Haringey Shared Lives. The scheme relies on the participation of the local community where a family or an individual shares their family home with someone who needs support. The scheme is open to adults with various disabilities that have been assessed as being able to live in the community. It enables such adults to enjoy the independence and support of living with a local individual/family.

Between April 2015 and March 2016 Shared Lives Haringey had **77** carers supporting **54** people, with the majority with a learning difficulty.

If you are interested in finding out more about Shared Lives in Haringey and potentially becoming a carer please call 020 8489 1693 or email sharedlives@haringey.gov.uk

If you are interested in volunteering to increase your self confidence or would like to befriend others and offer them the support they need to live independently, contact the **Haringey Volunteer Centre** on **020 8880 4032**

Shared Lives Haringey is a member of **Shared Lives Plus**¹² which is the UK network for family-based and small-scale ways of supporting adults.

SharedLivesPlus
THE UK NETWORK FOR SHARED LIVES AND HOMESHARE

¹² <http://sharedlivesplus.org.uk/> Shared Lives Plus is the UK network for family-based and small-scale ways of supporting adults

Lynn Stevens – Insight to a Shared Lives Carer

Lynn Stevens is a former nurse and has been a Shared Lives carer for 2 years. Lynn has provided respite care ranging from a few days to a few weeks for more than a year. She now looks after someone full time.



“We can cook meals together, do some baking. We’ve gone out for trips together seeing lovely bits of London, like taking a boat up the Thames or visiting Greenwich Observatory. If you’re someone who enjoys working with people and want a rewarding and challenging experience then Shared Lives could be for you”

Lynn says Shared Lives staff are always on hand to answer questions on the phone, and there are regular meetings and plenty of training opportunities.

“It’s a real pleasure getting to know someone through Shared Lives. It could be life changing for certain people.”

Example of Shared Lives

1. A 50 year old lady with a learning disability requiring assistance with all aspects of personal care has lived within Shared Lives for the last 10 years. She has seen the carer’s son grow from a 7 year old boy to a 17 year old young man she regular “mocks” him saying “He’s my baby!”

During her time in Shared Lives the carer had been able to support her resident to keep close contact with her family even though she lived on the Isle of Wight. Regular phone calls and occasional Skype sessions enable the close family ties to continue. This even more evident when the service user’s sister fell ill and was not able to travel to stay at the Shared Lives home.

The carer was able to support her to understand and respond to the declining condition of her sister. A trip to the Isle of Wight for the funeral helped with the ongoing support.

2. A 49 year old man with a learning difficulty came into Shared Lives when he was 30 years old. He was being abused by a family member and by the wider community; he was in poor physical health and found it difficult to trust people he came into contact with. He had accumulated a number of large debts and to protect monies received in benefits would spend as soon as he received them. After a troubled start to the placement that involved an arrest a court case and a conviction the placement has successfully continued. With his growing confidence and trusting of other people he has become employed, undertakes voluntary work and has been able to have holidays in Florida, Sri Lanka, Rome, Paris, Amsterdam and Bournemouth to name a few.

Case Study – Learning Disabilities

Dora is a 55 year old lady with learning difficulties, and she is completely blind. She had a medical history of seizures and other complex conditions, including hormonal issues and osteoporosis. Most of this had been managed by her mother since birth, but her mother was diagnosed with Alzheimers and it was becoming dangerous for her mother to take care of her.

Dora required assistance with personal care, meals, medication and has never been living independently. Having assessed Dora, her family insisted that she moves into a residential care home.

Although the family were determined on 24hr residential placement, Dora was thriving in the community daily attending the Winkfield Centre¹³ and being escorted for other activities and days out. Dora felt that she would prefer to be in a more active yet less restricted setting. Social services arranged for a Care Act Advocate for her so her views could be taken into consideration.

A lot of options were explored, including living in care and residential, but Dora had the capacity to choose extra care support as her first option. Her strengths were explored, and as she was still mobile, able to wash and dress with minimal support and supervision, able to go out and meet her friends as usual at the Winkfield Centre, she was supported to manage more independently in an extra care setting.

¹³ The Centre, offers services and facilities to help residents with disabilities and/or sensory impairment manage their disability, maintain their independence and take control of their lives. <http://www.haringey.gov.uk/social-care-and-health/physical-disabilities-and-sensory-impairment/winkfield-resource-centre>

People with mental health needs

Mental health and wellbeing have a great impact on our ability to live happy and fulfilling lives. In Haringey:

- An estimated **3,000** children and young people have some form of mental health problem at any time; over **34,500**¹⁴ adults will have a common mental disorder such as anxiety or depression
- About **4,000** adults with severe mental illness live in Haringey; a low percentage of these adults are in employment or settled accommodation
- Haringey has high levels of severe and enduring mental illness compared to London and England¹⁵
- In 2015-16, we provided long-term support to **266** working age people needing mental health or memory and cognition support.
- At least one in four people will experience a mental health problem at some point in their life and one in six adults has a mental health problem at any one time.¹⁶

Haringey's Mental Health Service is provided through partnership between the Council and Barnet, Enfield and Haringey Mental Health Trust (BEH-MHT). Services include community mental health services as well as acute hospital inpatient services. The Council, Haringey CCG, BEH-MHT and other stakeholders have worked across the whole system to develop the **Mental Health and Wellbeing Framework**¹⁷, which is an all age approach, built through effective stakeholder engagement and on a sound evidence base, delivering to four key priorities:

1. Promoting mental health and wellbeing and preventing mental ill health across all ages;
2. Improving the mental health outcomes of children and young people by commissioning and delivering effective, integrated interventions and treatments and by focusing on transition into adulthood;
3. Improving mental health outcomes of adults and older people by focusing on the three main areas: meeting the needs of those most at risk; improving care for people in mental health crisis; improving the physical health of those with mental-ill health and vice versa;
4. Commissioning and delivering an integrated enablement model which uses individuals, families and communities' assets as an approach to support those living with mental illness to lead fulfilling lives.

¹⁴ Source: Mental Health - North East Public Health Observatory <http://www.nepho.org.uk/>

¹⁵ Source: Community mental health profile 2013 <http://fingertips.phe.org.uk/profile-group/mental-health/profile/cmhp>

¹⁶ McManus s, Meltzer h, Brugha T et al. (2009) *Adult Psychiatric Morbidity in England, 2007: Results of a household survey*. Leeds: NHS Information centre for health and social care.

¹⁷ Joint Mental Health and Wellbeing Framework

http://www.haringey.gov.uk/sites/haringeygovuk/files/mental_health_and_wellbeing_framework_document_pdf_2803kb_0.pdf

This provides the strategic framework for our approach to improving mental health and wellbeing going forward both as commissioners and providers.

Community services for people with dementia include day centres, such as the Haynes Centre which is a specialist centre caring for Haringey residents living with dementia and Alzheimer's disease. The centre provides a holistic and person-centred approach to care, and supports people with dementia and their family or carers. The centre provides a sociable environment where people can engage in activities of their choice, such as singing groups, dancing, keep fit sessions, baking, group outings, gardening, knitting and arts and crafts. The centre also supports Tom's Club, which holds a monthly support group for carers of people with dementia, monthly Cognitive Stimulating Therapy sessions and a quarterly Steering Group to improve social inclusion, in conjunction with other voluntary groups.

What is Mental Health?

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.

Over the course of your life, if you experience mental health problems, your thinking, mood, and behavior could be affected. Many factors contribute to mental health problems, including:

- Biological factors, such as genes or brain chemistry
- Life experiences, such as trauma or abuse
- Family history of mental health problems

The majority of people who experience mental health problems can get over them or learn to live with them, especially if they get help early on.

Marking World Mental Health Day

Haringey residents took part in a range of local events and activities to raise awareness and promote good practice in mental health in the run up to World Mental Health Day (WMHD) on Saturday 10 October 2015.

A mental-health-themed film festival (screening of the Haringey Mental Health Free Film Festival at Clarendon Recovery College), special radio broadcasts and community workshops and tours are all part of the events organised by Haringey Council, BEH-MHT, Mind in Haringey, Haringey Association for Independent Living (HAIL)¹⁸, Haringey CCG and Unity Radio.

Our partner Healthwatch Haringey worked together with local organisation HAIL to set up and run a Mental Health information trailer on Wood Green High Road just outside Wood Green Library. Views on local mental health services from over 75

¹⁸ <http://www.hailltd.org/index.php>

people who live or work in Haringey were collected. This will further inform ongoing work to help improve local mental health services. Over 100 booklets on mental health were distributed with the two most popular booklets being 'Men and depression' and 'Obsessive Compulsive Disorder' (OCD).

Supported Housing for people with mental health issues

Haringey has a large independent supported housing provision for people with mental health issues. This provision is used by local authorities around London which places extensive pressures on Haringey services. Most of these services are placed in east of the borough.

Case Study – Mental Health

Winnie was a student at a really prestigious university when she first experienced a psychotic episode. Her mental health had been declining for some time. With the help from Haringey Mental Health Services, she was encouraged to defer her studies for one year while she orientated herself.

Her psychotic symptoms were quite swiftly controlled with medication, but her confidence was really shaken. She experienced symptoms of anxiety and felt a great deal of shame. Her mental health social worker worked with her around these feelings in a psychological way. For example, she was a talented musician and at the time it seemed important for her to engage in activities that held no pressure but offered enjoyment. Winnie was referred to a music project in which she could work with a classically trained musician – this boosted her confidence and spurred her on to join a choir.

The service saw Winnie on a very regular basis alongside meeting with her and her mother. As a family her parents maintained confidence with the realisation that Winnie needed time to build her recovery.

Winnie was eventually able to return to university, and the service helped. She has now completed her degree, and the service is working together to reduce her medication in a managed way so she can get on with more things in her life.

Supporting Haringey's Carers

- The Care Act 2014 defines a carer as: *an adult who provides or intends to provide care for another adult. Care include the provision of practical or emotional support*
 - In 2015-16, the Council provided support to **905** carers, of which **828** received services and **77** received information and advice.
 - According to the Carers Trust¹⁹:
 - One in five people aged 50–64 are carers in the UK.
 - By 2030, the number of carers will increase by 3.4 million (around 60%).
 - 68.8% of older carers say that being a carer has an adverse effect on their mental health.
-

Haringey's carers are as diverse as the people of the borough. They live in all parts of the borough and come from all sections of the community. Some may be starting to care as a family member partner or friend becomes frail or disabled. Others may have been caring for many decades. Some carers have given up paid employment; others are balancing employment and caring. Some will be grieving after the death of the person they cared for and trying to work out what that now means for their lives. The caring role can be stressful, and isolating.

Carers – Shaping the Future

Carers provide important support to the people they care for. Under the Care Act 2014, if a carer appears to have a need for support, councils now have a statutory duty to provide a carers' assessment (directly or through external providers), and assist with support planning if carers meet the eligibility criteria for support.

Between February-March 2016, we consulted on a proposed new model for Carers' support services in Haringey, in response to the Care Act 2014. We wanted to hear your views about the proposed new model. We are proposing to change the model for carers' services, because we are aware that carers sometimes find our system confusing to navigate. Carers have told us:

- That they often feel unsure who to contact if they do not have an allocated social worker for their assessments
- There is no clear team or person to follow up with about assessments. Support planning currently comes in the form of a carers' direct payment or the carers' service, but different forms of support planning are not available under the current model

We are proposing a new model for the way carers' services are provided. This new proposed model includes a new carers support service providing one clear point of contact for carers when registering as a carer, requesting an assessment, or seeking updates about when their assessment will be carried out.

¹⁹ <https://carers.org/about-caring>

A meeting on the consultation feedback and shaping the future for carers has been arranged for September 2016. The meeting is open to all adult carers and we are looking forward to working with all participants to develop the carers' offer in Haringey.

Carers Week - National Carers Week 2015 ran from 8-14 June 2015

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK.

In 2015/16, the focus was on building Carer Friendly Communities. Communities which support carers to look after their loved ones well, while recognising that they are individuals with needs of their own. Carers Week is brought to life by the individuals and organisations that come together to organise activities and events throughout the UK, drawing attention to just how important caring is.

As part of Carer's Week 2015, our partner Healthwatch Haringey went out on the streets of Haringey to identify local carers and collect their views of carers. Working together with local organisation HAIL (Haringey Association of Independent Living), Healthwatch Haringey set up a carers information trailer outside Wood Green Library. Information was given out about Healthwatch and the support available for carers. The trailer was a huge success and over **50** local carers were engaged.

Celebrating carers

HAIL Carers Service held their annual Carers Celebration event in the courtyard of the historic Tottenham Town Hall. This was a time to celebrate and acknowledge the contribution that carers make to our communities. There was a champagne reception followed by a buffet; information stalls and speakers to promote services, activities and support groups for carers in Haringey

Carers Rights Day 2015

Each year Carers Rights Day (20 November 2015) aims to bring organisations across the UK together to help carers in their local community know their rights and find out how to get the help and support they're entitled to.

As part of Carers Rights Day, HAIL, our partner Healthwatch Haringey and Haringey Council Commissioners held a Carers Rights Day drop in based at Tottenham Town Hall welcoming local carers in for an informal afternoon of tea, homemade cake and sharing information.

The purpose of the day was to inform carers of the changes the Care Act has brought in for them, let them know about the services available to them in the area, and get their feedback on any services they have accessed.

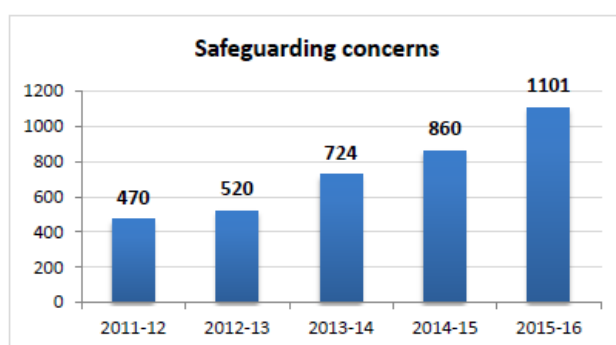
Safeguarding Adults

- In 2015/16, the Council received **524** section 42 enquiries
- **1,101** safeguarding referrals were received, an increase of **28%** on the previous year

The Care Act 2014 introduced a definition of who safeguarding adults will help:

“Anyone who has a need for care and support and is experiencing or is at risk of abuse and neglect; and as a result of those care and support needs is unable to protect themselves from either the risk of or the experience of abuse or neglect”

ASS continues to make great strides in terms of further enhancing its safeguarding practice. To ensure that adult safeguarding is given a high priority, we have a dedicated Adult Safeguarding Team which carries out safeguarding investigations upon referral. The team investigates the circumstances to establish whether abuse has taken place and will develop an action plan to minimise the risk of any further abuse occurring.



We have seen a **28%** increase in the numbers of individuals for whom a safeguarding concern has been identified in the London Borough of Haringey, from **860** in 2014/15 to **1101** in 2015/16.

See chart on left for a comparison year on year

ASS Quality Assurance Board

ASS Quality Assurance Board (QAB) involves a wide cross-section of Haringey's Adult Services staff to ensure a high level of ownership and to embed good practice right across ASS. The purpose of the QAB is to ensure that quality assurance arrangements are in place across ASS to gather information on the quality of services provided, service user feedback and data on the outcomes achieved for people using ASS. The Board ensures that this information as well as safeguarding information data is analysed and used to inform service delivery as well as strategic planning and commissioning.

Haringey Safeguarding Adults Board

As part of the Care Act 2014, it is a legal requirement that local authorities have in place a Safeguarding Adult Board (SAB) to develop, share and implement a joint safeguarding strategy. As of April 2015, Haringey Council already had a well-established Local SAB with the appointment of an independent chair. Further details of the work of the HSAB can be found at: www.haringey.gov.uk/safeguarding-adults

The work of the HSAB is underpinned by the safeguarding principles which were set out by the government in the statutory guidance accompanying the Care Act 2014. The principles inform the ways in which we work with adults:

1. **Empowerment** – ensuring that decisions are driven by the adult at risk
2. **Prevention** – Taking action before harm occurs
3. **Proportionality** – responding in the most proportionate way possible
4. **Protection** – securing support and representation for those most in need
5. **Partnership** – working with our communities to promote local solutions
6. **Accountability** – being accountable and transparent in delivering safeguarding

These six principles form the basis of our **Safeguarding Adults Strategy 2015-18**²⁰ which has been developed in partnership with board members.

Safeguarding work

Making Safeguarding Personal (MSP)

Work has been undertaken as part of the MSP initiative to introduce an adult safeguarding user survey looking at the outcomes of safeguarding investigations. The survey will help us capture information about whether services are meeting the principles set out within the Care Act.

DoH guidelines require 10% of safeguarding referrals to be surveyed and the survey must be carried out by qualified professionals. MSP is a key component of the improvement work that is being led by the Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA).

Training & Development

Haringey is committed to providing high quality multi agency safeguarding adults training. We have developed a Safeguarding Development and Learning Opportunities work programme available to all staff who work with adults at risk. The training available covers courses from an introductory level, through to alerter, practitioner, investigator and manager levels. The courses are designed to meet occupational competencies in health and social care and also include the Mental Capacity Act and Deprivation of Liberty Safeguards at all levels.

Haringey's large voluntary and community sector continue to access training such as safeguarding and Prevent.

Advocacy & Support

The Care Act requires that a local authority must arrange, where appropriate, for an independent advocate to represent and support an adult who is the subject of a safeguarding enquiry where the adult has 'substantial difficulty' in being involved in

²⁰ Haringey Safeguarding Adults Board Strategic Plan 2015-18 - <http://www.haringey.gov.uk/social-care-and-health/safeguarding-adults/haringey-safeguarding-adults-board-sab#strategicplan>

the process and where there is no other appropriate individual to help them. In response, we have a tri-borough contract for an advocacy service. The new service links to assessment and care planning and will ensure the Haringey meets its new statutory duty.

Haringey's multi-agency Section 42 enquiry framework and guidance

In collaboration with partner agencies on behalf of the HSAB, we have developed a joint Section 42 Enquiry Framework and guidance for staff by which we work in partnership to safeguard vulnerable adults from abuse.

Safeguarding Adult Reviews (SAR)

We are required, under section 44 of the Care Act 2014 to make enquiries, or ask others to make enquiries, when they think an adult with care and support needs may be at risk of abuse or neglect in their area and to find out what, if any, action may be needed. The HSAB along with its partners published the HSAB SAR Procedure in January 2016 which sets out how to request and conduct SAR's in Haringey.

Haringey Borough Multi-Agency Hoarding Protocol

The High Risk Panel (HRP) has been established to provide a multi-agency way of supporting work on complex and high risk cases, including but not limited to hoarding, fire risk, and self-neglect. The HRP took forward discussion and progressed in the setting up of a Haringey Multi-Agency Hoarding Protocol. The panel consisted of representatives from the LFB, Homes for Haringey, Mental Health, and LBH. In early July 2015, the Haringey Borough Multi-Agency Hoarding Protocol was approved and published by the HSAB.

Safeguarding Case study

A safeguarding alert was raised by the London Ambulance Service (LAS) and the hospital after an elderly resident had a fall. The resident lives independently in the community and has a package provided by a domiciliary care provider.

A neighbour (and key-holder) was concerned that the newspaper was still in the letterbox and accessed the flat. The resident was unable to get up after the fall or call for help. The medical evidence indicated that the resident must have been on the floor between 18 to 24 hours. This was based on skin damage and resulting pressure sores. After 3 weeks the resident was discharged with a referral for the District Nurse to dress the sustained pressure sores twice weekly.

The views of the resident and next of kin were obtained, that the Domiciliary Care provider was held accountable for the neglect. On discharge from hospital a new provider was identified.

The Section 42 enquiry focussed on neglect and was substantiated and closed.

Advice, Information and Access

Local authorities need to provide comprehensive information and advice about care and support services in their local area. This is to help people to understand how care and support services work locally the care and funding options available and how people can access care and support services.

Haricare is our Adult social care directory. It contains information about products and services for adults who need care and support, and their carers. Information in this directory is provided by service providers themselves and overseen by Haringey Council.

Haricare is provided as a service in order to meet Haringey Council's duty under the Care Act 2014 to provide information and advice relating to care and support for adults and support for carers.

There are products and services that are free to the user, or have a small nominal cost. You can find products and services on here that will help you, and contact the provider directly.

You may have had an assessment by Social services and been awarded a Direct Payment. You can look on here for products and services you can buy. If you are a self funder with enough money to pay for what you need, you may also find products and services you can buy.

Here is a summary of the areas of information that are available through Haricare:

 <p>Accommodation How to find appropriate accommodation and support long term or temporary.</p>	 <p>Care Homes Nursing and residential homes regulated by the Care Quality Commission (CQC).</p>	 <p>Caring for someone Organisations that offer practical advice, support and guidance for carers.</p>
 <p>Day time services Places you can go to during day/evening to meet other people and join in activities.</p>	 <p>Getting around Help to escort you out and about, or wheelchair accessible vehicles you can use.</p>	 <p>Health and Wellbeing Therapeutic or medical services that aim to improve the quality of your life.</p>
 <p>Help at home Information on services to help you maintain your independence at home.</p>	 <p>Personal assistants People you can employ directly to provide your care and support.</p>	 <p>Working and volunteering Employment and volunteering opportunities to help you prepare for work.</p>
 <p>Home Maintenance Equipments and OT adaptations. Help with repairs and maintenance</p>	 <p>Support and advice Advocacy and counselling services. Advice online, phone or in person.</p>	 <p>Things to do Specialised services and information on accessibility. Activities you can join.</p>

You can visit Haricare by going to the following link: <http://haricare.haringey.gov.uk/>

Feedback from our residents

ASS wants to ensure that residents have a say in how we plan and deliver services, how we can improve them, as well as take part in key decisions concerning changes to services. We use customer surveys, meetings, regular forums, complaints and compliments to make sure we know what is important to local residents to improve services and review progress.

Two of the more formal ways of doing this are the ASC survey and the Carers survey. As these surveys are done by all councils in England who provide adult social care, they also help us to compare how we are doing. Nationally, the ASC survey is done once a year and the carers survey once every 2 years.

Adult Social Care Survey

Our most recent ASC survey of the people who use our services was sent to **2614** people. The recipients represent a fair cross-section of ages, locations and types of need. The questions are set by the DoH. Of the **2614**, we received **785** (30%) responses. Of the individuals surveyed:

1. Provisional data indicates that Haringey's performance has continued to improve with **89%** saying that services have made them feel safe and secure, well above the London average and statistical neighbours;
2. Provisional data indicates that Haringey's performance has increased from **62%** in 2014-15 to **67%** in 2015-16, well above the London average and statistical neighbours;
3. Provisional data indicates that Haringey's performance has remained at **72%** which is currently in-line with similar boroughs saying that people who use services find it easy to find information about support;
4. Overall satisfaction of people who use services with their care and support - provisional data indicates that Haringey's performance has continued to improve in 2015/16 with overall satisfaction at **61%**. This is above the 2015/16 performance of London and similar boroughs.
5. **41%** of people who use services reported that they had as much social contact as they would like.
6. **71%** of people who use services reported they have control over their daily life, above the 2015/16 performance of statistical neighbours.

Cares Survey

The last carers survey was carried out in 2014/15. Of carers who had sought information and advice about support, services or benefits, **83%** found it 'very' or 'quite' helpful. The next carers survey is scheduled for October 2016

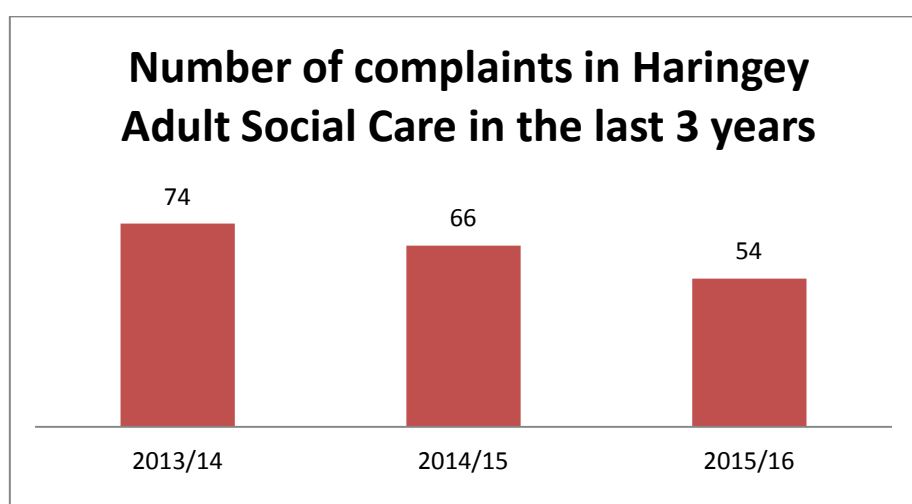
Reablement Survey

We gather feedback every year from people who use our Haringey Community Reablement Service. In 2015/16, **91%** of respondents felt their reablement support they received helped to maintain their independence.

1. **98%** of respondents were satisfied with the standard of personal care they received from the service.
2. **93%** of respondents were happy with the overall experience they received from the service.
3. **94%** of respondents said the service they received improved/partly improved their quality of life.

Complaints

We take customer feedback very seriously and always try to learn from what people tell us. We support managers to engage with people who are not satisfied to try and resolve as many issues as possible so that people do not feel they need to submit a formal complaint. Every year, the numbers of complaints ASC receives is decreasing.



Compliments

Your views and experiences of ASC services in Haringey are important to us because we want to give you the best services we can. By listening to you we can find out how well we're doing and learn how to continue to improve the services we offer.

To make a comment, compliment about Haringey Council ASC, please visit our website and navigate to 'How to make a complaint' page²¹. You can provide us with ideas or suggestions on how we may improve our Adult Social Care services and letting us know when our staff or services have done a good job and we get things right.

²¹ <http://www.haringey.gov.uk/contact/council-feedback/compliments>

Some of our compliments;

'You have made caring for my dad at home so much easier and have been in regular contact with me. You also arranged for us to receive a personal budget which has enabled us to have live-in carers. This has not only improved things for dad but also for those of us caring for him previously, we cannot thank you enough'

Assessment & Personalisation

'A huge "Thank You" to you all for keeping my Mum... safe and giving the whole family the security of knowing that you all care and are there for her at all times. The care and assistance you all show her and us is amazing'

Haringey Community Alarm

'I have enjoyed every step taken by the team to get me back to my independence. You have made it possible for me to have these wonderful people. My sincere thanks to you all for the support and love that you have showed'.

Haringey Community Reablement service user.

'Thank you so much for looking after me for a few weeks after I came out of hospital. You enabled me to gain in strength, so that I now feel more secure and independent. Both myself and my husband, were extremely grateful'.

Haringey Community Reablement service user.

'Thank you so much for the time and effort you put in to securing my father's placement. I was extremely anxious about my father and mother and your support meant everything to me. I will never forget you or the kindness you showed my family'

Assessment & Personalisation

Feedback Form

Thank you for taking the time to read Haringey's 2015-16 Adult Social Care Local Account. We welcome your feedback on this Local Account. Please send completed forms to: **Governance & Improvement Service, 7th Floor, River Park House, 225 High Road, Wood Green, London, N22 8HQ.** You can also email your feedback at asclafedback@haringey.gov.uk

1. How did you find out about the Local Account?

2. Did you find the Local Account report informative?

Fully Partly Not at all

3. Was the Local Account interesting to read?

Fully Partly Not at all

4. Was the Local Account laid out in a way that was easy to read?

Fully Partly Not at all

5. Was the Local Account easy to understand?

Fully Partly Not at all

6. If you said partly or not at all for questions 2-5, please explain why:

7. Do you have any further comments, or how the Local Account could be improved next year?

